

## **Exhibit G-2 Regional Mail Center – Description of Duties**

The Regional Mail Center duties include the following:

Provide centralized new card order fulfillment for all types of sales (excluding sales at Customer Service offices) to Agencies.

- A. Receive card orders from the Cardholder website, Call Center website, central Agency website or Business Account website (for employers to distribute to employees or retailers to resell).
- B. Create orders for mailed-in card orders from individuals.
- C. Issue cards per card order instructions (card is unblocked, registered to a customer name (if requested), associated with a Business Account (if ordered from Business Account website) loaded with product (if ordered) and with secondary printing (if specified).
- D. Mail cards to customers or arrange for pick-up/delivery.
- E. Process mail-in orders for remote revalue and autoload setup for existing ORCA cards.
- F. Process credit card payments through approved internet gateway providers.
- G. Provide settlement of funds for transactions processed through the cardholder website.
- H. Provide settlement of payment for customer authorized autoload transactions.
- I. Maintain PCI compliance for all customer credit card transactions handled by the Regional Mail Center as set out in this agreement.
- J. Utilize the appropriate and cost-effective method for fulfilling the card orders:
- K. CIPP for individual orders that can be batched in groups of 250.
- L. Bulk card printer to issue and print the cards.
- M. Customer Service Terminal to create orders from phone or mail-in requests and to process revalue orders with non-credit card payments.
- N. Call Center website for mail-in revalue orders.
- O. Obtain authorization for credit card transactions prior to processing orders.
- P. Maintain sufficient levels of card stock to meet daily orders.
- Q. Following the transition period, process orders within 72 hours.
- R. Maintain sufficient supplies of customer information materials to be distributed with card orders.
- S. Deliver order envelopes and packages to authorized locations for the United States Post Office or Federal Express.
- T. Annually prepare Regional Mail Center budget that will include the following elements:
- U. Staffing required to process the estimated order volumes within 72 hours.
- V. Bank card fees associated with credit card processing through the internet gateway and merchant acquirer.
- W. Postage and shipping charges associated with sending materials to customers;
- X. Materials and supplies to support card fulfillment.
- Y. Submit annual budget to Joint Board for approval within the time-frame directed by Joint Board.
- Z. Provide quarterly invoices to Regional Program Administrator in order to receive reimbursement for costs incurred.
- AA. Notify the ORCA Operations Manager in the event that RFC Contractor is not fulfilling its contractual obligations.